

**Amendments to the Claims:**

The following listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently Amended) A computer executing an optimum operator selection support system, comprising:

a document computer executable management part that manages a plurality of documents stored by ~~said the~~ computer related to a plurality of jobs, with additional information on a plurality of operators who generated the plurality of documents;

a document feature computer executable extraction part that extracts a plurality of operator-specific documents generated by ~~a same operator one of the plurality of operators~~ from ~~said the~~ document computer executable management part, and extracts a plurality of features of the ~~respective operator-specific~~ documents; and

a job feature computer executable extraction part that extracts job features of ~~jobs of said operator from the plurality of features~~ by detecting common features based on a frequency of occurrence of terms in the plurality of operator-specific documents extracted by ~~said the~~ document feature computer executable extraction ~~part part~~,

wherein the document computer executable management part monitors additions to or alterations of the plurality of documents to determine if a document has been updated or newly added so as to cause an update to the plurality of features, and wherein the document computer executable management part selects ~~a new~~ an optimum operator based on ~~said the job features extracted of jobs of said operator~~.

2. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising a task computer executable management part that analyzes job order relations based on electronic data transmitted/received among the plurality of operators, and manages information on the job order relations,

wherein ~~said the~~ job feature computer executable extraction part extracts the ~~job features of the jobs~~ and roles of ~~said operator~~ the plurality of operators based on the plurality of features of operator-specific documents extracted by ~~said the~~ document feature computer executable extraction part and the information on the job order relations managed by ~~said the~~ task computer executable management part.

3. (Withdrawn - Currently Amended) The computer according to claim 2, further comprising:

a conversation computer executable management part that manages conversations among the plurality of operators by utilizing electronic data; and

a conversation feature computer executable extraction part that extracts conversation features of from the conversations ~~among the operators~~ managed by ~~said the~~ conversation computer executable management part,

wherein ~~said the~~ job feature computer executable extraction part extracts the ~~job features of the jobs of said operator~~ from the ~~features of the operator-specific documents~~ extracted by ~~said the~~ document feature computer executable extraction ~~part and part~~, extracts a distribution of the conversations extracted managed by said the conversation computer executable management part, and extracts the roles of ~~said operator~~ the plurality of operators from the information on the job order relations managed by ~~said the~~ task computer executable management part.

4. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising:

a conversation computer executable management part that manages conversations among the plurality of operators by utilizing electronic data; and

a conversation feature computer executable extraction part that extracts conversation features of ~~from~~ the conversations ~~among the operators~~ managed by ~~said the~~ conversation computer executable management part,

wherein ~~said the~~ job feature computer executable extraction part extracts the job features of the jobs of said operator from the ~~features of the operator-specific~~ documents extracted by ~~said the~~ document feature computer executable extraction part and extracts a distribution of the conversations extracted-managed by ~~said the~~ conversation computer executable management part.

5. (Withdrawn - Currently Amended) A computer executing an optimum operator selection support system, comprising:

a task computer executable management part that analyzes job order relations, including authority levels of responsible operators, based on electronic data transmitted/received among a plurality of operators, and stored by ~~said the~~ computer, and manages information on the job order relations; and

a job feature computer executable extraction part that extracts roles of ~~said the~~ plurality of operators to perform ~~jobs, jobs~~ from the job order relations extracted-managed by ~~said the~~ task computer executable management ~~part~~ part,

wherein the task computer executable management part monitors additions to or alterations of the roles of ~~said the~~ plurality of operators to determine if a role ~~of said~~ operators has been updated or newly added so as to cause an update to the roles, and wherein the task computer executable management part selects ~~new operators~~ an optimum operator based on ~~said the~~ roles ~~extracted of said the~~ plurality of operators.

6. (Withdrawn - Currently Amended) The computer according to claim 5, further comprising:

a conversation computer executable management part that manages conversations among the plurality of operators by utilizing electronic data; and

a conversation feature computer executable extraction part that extracts conversation features ~~of from~~ the conversations ~~among the operators~~ managed by ~~said the~~ conversation computer executable management part,

wherein ~~said the~~ job feature computer executable extraction part extracts the job features ~~of the jobs of said operators~~ from a distribution of the conversations ~~extracted~~ managed by ~~said the~~ conversation computer executable management part, ~~and extracts the~~ roles of said operators from the information on the job order relations managed by said task computer executable management part.

7. (Withdrawn - Currently Amended) A computer executing an optimum operator selection support system, comprising:

a conversation computer executable management part that collects conversation information among a plurality of operators by utilizing electronic data, ~~said the~~ electronic data being stored by ~~said the~~ computer, and manages the collected conversation information;

a conversation feature computer executable extraction part that extracts features of the collected conversation information ~~among the operators~~ managed by ~~said the~~ conversation computer executable management part; and

a job feature computer executable extraction part that extracts job features of ~~jobs of the~~ plurality of operators and generates a job feature management table, including names and roles of responsible operators, from a distribution of the conversation information ~~extracted collected by said the~~ conversation computer executable management ~~part part~~,

wherein the conversation computer executable management part monitors additions to or alterations of the conversation information to determine if the features of the

conversation information ~~has~~have been updated or newly added so as to cause an update to the features of the conversation information, and wherein the conversation computer executable management part selects ~~new operators~~an optimum operator based on ~~said the job features extracted of jobs of said operators~~.

8. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising a similar job computer executable search part that searches for similar jobs based on information extracted by ~~said the job~~ feature computer executable extraction part.

9. (Withdrawn) The computer according to claim 1, further comprising a reference material automatic computer executable collection part that searches for similar jobs to a designated job and collects documents related to the similar jobs as reference materials.

10. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising a job structure computer executable generation part that generates a structure representing roles of the plurality of operators related to a job.

11. (Withdrawn - Currently Amended) The computer according to claim 10, wherein ~~said the job~~ structure computer executable generation part generates an association diagram showing the job based on roles in the job, and describes the roles of the plurality of operators and features extracted from generated documents in the association diagram.

12. (Currently Amended) The computer according to claim 1, further comprising an optimum operator computer executable selection part that selects optimum operators based on information extracted by ~~said the job~~ feature computer executable extraction part.

13. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising:

a computer executable inquiry part that makes an inquiry to ~~said the job~~ feature computer executable extraction part; and

a display information computer executable analysis part that analyzes response information to inquiry information by ~~said-the~~ computer executable inquiry part, and generates image information having a content to be easily understood.

14. (Withdrawn - Currently Amended) The computer according to claim 13, wherein ~~said-the~~ display information computer executable analysis part generates the image information as a graph representing documents and features of the documents handled by an arbitrary operator, among documents generated in a job conducted by ~~a-the~~ plurality of operators.

15. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising a similar operator computer executable search part that searches for operators having similar roles based on information extracted by ~~said-the~~ job feature computer executable extraction part.

16. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising a key-person computer executable search part that detects an operator who played a leading role in a job handled by ~~a-the~~ plurality of operators.

17. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising a key-person computer executable search part that classifies features of documents generated by respective operators, extracted by ~~said-the~~ document feature computer executable extraction part, based on similarity, then searches for an operator who has been involved in many of classified items as a person who grasps the documents from a broad view, and determines ~~said-the~~ operator who has been involved in many of classified items as a key person who played a leading role in a job handled by the plurality of operators.

18. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising a key-person computer executable search part that classifies features of documents generated by respective operators, extracted by ~~said-the~~ document feature

computer executable extraction part, based on similarity, then searches for an operator who has been involved in many of classified items as a technical leader, and determines ~~said-the~~ operator who has been involved in many of classified items as a key person who played a leading role in a job handled by the plurality of operators.

19. (Withdrawn - Currently Amended) The computer according to claim 4, further comprising a key-person computer executable search part that searches for an operator who has frequently performed communication with most of the plurality of operators of a job, from information extracted by ~~said-the~~ conversation feature computer executable extraction part, and determines ~~said-the~~ operator who has frequently performed communication as a key person who played a leading role in a job handled by the plurality of operators.

20. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising a similar job computer executable search part that searches for similar jobs based on information extracted by ~~said-the~~ job feature computer executable extraction part.

21. (Withdrawn - Currently Amended) The computer according to claim 4, wherein ~~said-the~~ conversation computer executable management part further includes a conversation information computer executable input part that inputs conversation information which has not been automatically obtained by ~~said-the~~ conversation computer executable management part, and

~~and~~ wherein ~~said-the~~ conversation computer executable management part handles the conversation information inputted by ~~said-the~~ conversation information computer executable input part ~~as information similarly to collected conversation information~~ the electronic data.

22. (Withdrawn - Currently Amended) The computer according to claim 4, further comprising a mail quotation computer executable detection and deletion part that deletes a

quotation from another operator's remark, from ~~conversation information~~ conversations managed by ~~said the~~ conversation computer executable management part.

23. (Withdrawn - Currently Amended) The computer according to claim 4, wherein ~~said the~~ conversation feature computer executable extraction part separately extracts features of a quotation from another operator's remark and a newly-written remark.

24. (Withdrawn - Currently Amended) The computer according to claim 4, further comprising an important member computer executable detection part that detects a person who is not registered by ~~said the~~ conversation computer executable management part as a member to conduct a job but significantly related to the job for execution of the job.

25. (Currently Amended) A computer-readable recording medium containing an optimum operator selection support program, ~~said the~~ program causing a computer to function as:

a document computer executable management part that manages a plurality of documents related to a plurality of jobs, with additional information on a plurality of operators who generated the plurality of documents;

a document feature computer executable extraction part that extracts a plurality of operator-specific documents generated by ~~a same operator~~ one of the plurality of operators from ~~said the~~ document computer executable management part, and extracts a plurality of features of the ~~respective operator-specific~~ documents; and

a job feature computer executable extraction part that extracts job features of ~~jobs of said operator~~ from the plurality of features by detecting common features based on a frequency of occurrence of terms in the plurality of operator-specific documents extracted by ~~said the~~ document feature computer executable extraction part,

wherein the document computer executable management part monitors additions to or alterations of the plurality of documents to determine if a document has been



updated or newly added so as to cause an update to the plurality of features, and wherein the document computer executable management part selects ~~a new operator~~ an optimum operator based on ~~said the job features extracted of jobs of said operator~~.

26. (Withdrawn - Currently Amended) A computer-readable recording medium containing an optimum operator selection support program, ~~said the~~ program causing a computer to function as:

a task computer executable management part that analyzes job order relations, including authority levels of responsible operators, based on electronic data transmitted/received among a plurality of operators, and manages information on the job order relations; and

a job feature computer executable extraction part that extracts roles of ~~said the~~ plurality of operators to perform ~~jobs, jobs~~ from the job order relations ~~extracted~~ managed by ~~said the~~ task computer executable management part,

wherein the task computer executable management part monitors additions to or alterations of the roles of ~~said the plurality of operators~~ to determine if a role has been updated or newly added so as to cause an update to the roles, and wherein the task computer executable management part selects ~~new operators~~ an optimum operator based on ~~said the~~ roles ~~extracted of said the plurality of operators~~.

27. (Withdrawn - Currently Amended) A computer-readable recording medium containing an optimum operator selection support program, ~~said the~~ program causing a computer to function as:

a conversation computer executable management part that collects conversation information among a plurality of operators by utilizing electronic data, and manages the collected conversation information;

a conversation feature computer executable extraction part that extracts features of the collected conversation information ~~among the operators~~ managed by said the conversation computer executable management part; and

a job feature computer executable extraction part that extracts job features of ~~jobs~~ of the plurality of operators and generates a job feature management table, including names and roles of responsible operators, from a distribution of the conversation information ~~extracted~~ collected by said the conversation computer executable management ~~part~~ part.

wherein the conversation computer executable management part monitors additions to or alterations of the conversation information to determine if conversation information has been updated or newly added so as to cause an update to the features of the conversation information, and wherein the conversation computer executable management part selects ~~new operators~~ an optimum operator based on said the job features ~~extracted of jobs of said operators~~.

28. (Currently Amended) The computer according to claim 1, wherein the plurality of documents ~~is~~ are authored by the same operator.